



Tennis Operations Supervisor

St. Charles Park District

Contact Name: Ande Masoncup

Contact E-mail: amasoncup@stcparks.org

Contact Phone: 630-677-0303

Closing Date:

Salary: \$56,325.00 to \$71,813.00 DOQ

Description:

Job Summary – About the Role

By understanding the Department's fiscal and operating goals, along with District safety and overall policies and procedures, develop and lead direct reports to deliver high quality recreation services for residents, visitors and the St. Charles community. Areas of responsibilities include, but are not limited to, Norris Recreation Center tennis programs.

Knowledge, Skills & Experience

This position is well suited for someone with a friendly and positive personality who is productive and shows initiative, is an effective written and oral communicator, is reliable and safety-minded.

Required: High school diploma and two years of specialized training is required. High proficiency in tennis skills, movement, and equipment. The Tennis Operations Supervisor must have excellent customer service skills and excellent planning, organizational and management skills. Professional certification (USPTA or USPTR) is required or the ability to obtain the certification within 6 months of hire. A valid Illinois State Driver's License is required. Maintain current CPR/AED/First Aid Certification or obtain certification within 30 days of hire.

Preferred: Recreation/fitness industry experience with four to six years of experience instructing tennis activities and managing a tennis program. Collegiate tennis player or 4 NTRP rating or higher.

Essential Functions of the Position or Role

Park District Cornerstones

- Follow all departmental safety rules that pertain to the duties performed and support all aspects of Park District's safety and risk management program.
- Work cooperatively and collaboratively with residents, colleagues, the public, PDRMA and other agencies or organizations as delegated.

- Recommends improvements and efficiencies to better accomplish individual and district goals in the best interests of the St. Charles Park District community.
- Comply with park district policies and administrative procedures.
- Effectively communicate both orally and in writing.

Responsibilities

- Recruit, hire and train tennis department employees.
- Provide ongoing leadership, foresight and motivation to tennis department employees.
- Maintain professional attitude and appearance.
- Demonstrate safe work habits through the use of the established safety program guidelines.
- Represent the District positively and ethically to patrons, guests and employees.
- Provide excellent customer service to players and clients to ensure satisfaction.
- Oversee tennis department and assignment of duties, maintenance of courts and equipment and ordering and planning for tennis materials and supplies.
- Develop of new tennis program and special events utilizing a structure that builds strength, quality and size in all programs.
- Schedule all tennis programs and special events.
- Establish and evaluate pricing structures for tennis drills, lessons, program, special events and court fees.
- Monitor tennis court schedule for accuracy and obtain staffing coverage when necessary.
- Create, prepare, edit, and proof programs, special events and drills for seasonal activity guide.
- Administer all in-house, travel, and USTA leagues.
- Prepare in advance for private and group tennis lessons as well as programs and special events.
- Effectively plan, organize and conduct tennis lessons including instruction of individuals or groups in sport rules, game strategies and performance principals.
- Monitor use of equipment to ensure safe and proper use and assist with equipment maintenance.
- Knowledge of changing rules, techniques, technologies and philosophies related to tennis.
- Develop and supervise promotional activities and tennis special events.
- Prepare and monitor budget, and manage it within guidelines including accurate preparation and completion of financial paperwork.
- Attend all employee meetings and training sessions and ensure employees are completing required trainings and certifications.
- Submit employee payroll accurately and by scheduled deadlines.
- Assist in the oversight of the Norris Recreation Center operations in the absence of Assistant Superintendent of Recreation – Norris Recreation Center.
- Willingly work over and above required daily hours when necessary.

Administrative

- Communicate effectively with Membership Services Supervisor regarding all matters affecting the operation at the service desk in regard to tennis operations.
- Communicate effectively with the Assistant Superintendent of Recreation to assure financial health of tennis program including all activity schedules, fees, payroll and any changes or updates.
- Comply with organizational, departmental and divisional policies and procedures.
- Complete necessary forms for accidents and incidents in a timely manner.

Supervisory

- In consultation with your immediate supervisor, exercise supervisory authority and judgement on an on-going basis related to subordinate employees reporting directly to you, in matters including development of job descriptions, hiring, lay-offs, compensating within approved budgeted parameters and disciplinary action, up to and including termination, in compliance with Park District policies and procedures.
- Exercise independent supervisory authority and judgement on an on-going basis related to subordinate employees reporting directly to you, in matters including, but not limited to employee training, scheduling, assigning, directing and overseeing completion of work assignments and employee performance evaluation.

Marginal Functions of the Position or Role

- Set up and take down for special events.
- Assist with special projects.
- Perform all other duties as assigned.

Physical and Environmental Requirements

Frequently: 46-100% of the time

Occasionally: 16-45% of the time

Rarely: 0-15% of the time

Sitting: Occasionally

Walking: Frequently

Climbing: Occasionally

Balancing: Frequently

Stooping/Kneeling: Frequently

Crouching: Frequently

Crawling: Occasionally

Reaching: Frequently

Handling/Feeling: Frequently

Strength: Routinely push, pull and/or lift to waist up to 40 lbs and 41 to 50 lbs with assistance.

EEO Statement and Accommodations

The St Charles Park District is an equal opportunity employer under all state and federal laws and regulations. The job responsibilities are subject to accommodations pursuant to the Americans with Disabilities Act of 1990. If you require assistance or accommodation with the application process, please contact the Business Department at 630-584-1055.